

Appendix F. Specific Comments from Community Meetings

Where People Need to Travel

Work
<ul style="list-style-type: none"> • Oakland, Dublin, Castro Valley, San Francisco, Tracy, Sunnyvale • Entry-level jobs; minimum wage jobs • It is hard/impossible to get to an interview for a better job when you are at your job and you need to get away and come back quickly. • Jobs in the suburbs
Medical Care
<ul style="list-style-type: none"> • Kaiser Hayward – patients have to transfer 2 or 3 times to get there; it takes up to 2 hours by transit. • Community clinics; Fairmont; Highland; Silva Clinic; Children's (although it does have a shuttle from BART); timing/scheduling is the problem • Stops going "to" are OK, but getting picked up is harder (depends on where you live); services are often provided on-site in homes or residential facilities due to transportation issues.
Shopping/Groceries
<ul style="list-style-type: none"> • Albertson's left the area, closest grocery stores in San Lorenzo and Hayward • Food Maxx is where people shop. • No ability to do bulk buying when using public transportation; Costco and companies in industrial area are hard to reach.
Bank
<ul style="list-style-type: none"> • There are no local banks (plenty of check cashing places).
School
<ul style="list-style-type: none"> • High school, Burbank • Daycare is usually not located near work place. • Members of families go in different directions, i.e. children in different schools, children in different daycares, parent heading to work, etc. • Certain areas where people live are difficult for connections. • Longwood area; high schools; CSUH; Brenkowitz • Need to get people to the Community Day School at Eden Youth and Family Center because students from all over attend.
Parks and Recreation
<ul style="list-style-type: none"> • Limited to nearby/local facilities, i.e. you cannot go camping, hiking, etc.

Appendix F Continued

Pedestrian Issues

Speed Of Traffic Near Pedestrians
<ul style="list-style-type: none"> • Cars driving too fast • Lack of crosswalks, crossing guards • Walking: not enough time to cross in crosswalk, at Sleepy Hollow, Tennyson and Huntwood, near schools
Unsafe Pavement For Walking
<ul style="list-style-type: none"> • Unsafe pavement • Temporary gravel sidewalks get parked on, blocked • Lack of sidewalks • Unsafe pavement is found at Mission Blvd (owned by state), Western Blvd, B St, and the intersection at Tennyson and Mission. • Mission/E 14th, Dixon-sidewalks, we need larger sidewalks on main streets, D St.-up by all All Saints Church, by St. Clements/next to the Mexican Supermarket (off Mission on Calhoun St.), on Lewelling.
Personal Safety While Walking, Riding a Bike, or Waiting at a Bus Stop
<ul style="list-style-type: none"> • Lack of lighting • Not safe • Is unsafe near South Hayward BART, walking by the trailer park on A St., at Ruus Park, and off of Tennyson-Pompano, Tyrrell, Tampa, Folsom, etc.

Appendix F Continued

Transit Issues

On-Time Performance
<ul style="list-style-type: none"> • Doesn't get there on time. • The 91 and 92 are always late.
Travel Time
<ul style="list-style-type: none"> • Length of time to take a trip on public transit is a big problem. • Can take all day to use public transportation • AC Transit takes too long. • Length of time it takes to travel on transit is a problem; it needs to take the same amount of time as to drive.
Service Coverage
<ul style="list-style-type: none"> • Cancellation of AC Transit Route 92 is a bad idea. It goes everywhere people need to go. • There isn't enough bus service. You have to walk all the way down to Mission/E. 14th to catch a bus and then when you come back you have to walk all the way up the hill. If you are a senior citizen it is hard to make that trip. • Not enough AC Transit bus lines • Buses stop too far from some residential neighborhoods. • The direct bus connection to the Airport is important, but AC Transit is considering eliminating Route 58 service to the Airport. • If you do not live close enough to a main line, you have to travel far on your own to the initial stop and there are a lot of transfers. It definitely isolates people that live away from a main line. • AC Transit "problem" areas with limited or no service coverage: Patrick/Gading, School areas, Western Blvd.
Service Hours/Days
<ul style="list-style-type: none"> • Schedules should run the same on the weekends as the weekly schedule. • Doesn't run 24 hours. • Bus should be better on weekends. • #80 doesn't run early enough. • If there were a bus that ran an hour earlier in South Hayward, people could come to Sunday School. • Does not run enough on weekends. • Does not run enough on weekdays. • Not early enough

Appendix F Continued

Service Hours/Days (Continued)
<ul style="list-style-type: none"> • Does not run late enough in the evening and night. • Service hours for AC Transit not long enough. Need to start at 4:30 AM and run until Midnight or later. • There is no public transportation for swing shift (bus/taxi). • We caught BART back and we were at South Hayward BART at 11:30 PM and there was no buses or taxis. Luckily we ran into someone we knew and they gave us a ride.
Transfer Conditions
<ul style="list-style-type: none"> • Bus connections not good • Need good intermodal centers like the Union City project, but Union Pacific doesn't plan on letting the high speed rail project use the tracks adjacent to BART. There is no coordination. • What complicates connections: timing factors, cutting back on routes, time needed for planning • BART and bus are not in synch: bus does not have the same capacity, if you ride BART there is not always a bus there to pick you up. • Connections are too complicated.
Bus Stop Conditions
<ul style="list-style-type: none"> • Need benches at bus stops. • Western Blvd.: East from Blossom buses do not stop because no sidewalk. • Bus shelters needed at the Post Office, Ashland, Lewelling, Whitman, Tennyson HS, Chavez middle school, Inglewood, Underwood, Tennyson, in front of the English Language Center, by Kaiser off Hesperian, Dixon St., Santa Clara St., the 71 doesn't have any, the 91 and the 99 do have them. • Lack of bus shelter, including signs • No benches where older people wait! • Waiting for bus- no benches and people including elderly sit and wait on the street. • Problem bus stop on Hesperian near Mt. Eden High
Safety On Vehicles/Waiting For Bus
<ul style="list-style-type: none"> • Access between the BART Station and Bayfair Mall has been an issue around here that they are always studying. It would be nice if there were a safe route between the BART station and the mall. • Safety is a concern around here. It feels unsafe waiting for the bus. • Bus 92 – people get harassed by high school students while riding the bus.

Appendix F Continued

Price Of Transit
<ul style="list-style-type: none"> • Cost is an issue and transportation can be a financial burden on families since there are no school buses. • Wage vs. cost of transportation is not worth it sometimes. • Transit is expensive. What is it to ride an AC Transit bus? \$1.50? And then you have to pay separately for BART which is \$10 round trip to San Francisco. In other cities you pay one fare and it's good for the whole trip. In the Bay Area, it's cheaper and takes less time to drive. • As of November 1, BART Plus cards are no longer accepted on AC. • Cost of BART is too much for low-income/low-wage workers. • Cost of transportation: especially for BART; not worth the cost considering the inconvenience.
Paratransit Problems
<ul style="list-style-type: none"> • There is a lot of driver turnover so the customers have to give the drivers directions because the drivers don't know what they are doing. • Some drivers are rude. • My son drives for East Bay Paratransit and they are always changing shifts on him, taking him away from regular services. • Paratransit service is spotty and unreliable.
Transit Information
<ul style="list-style-type: none"> • Information is a significant problem. Need more information on the buses and at transit centers. Information needs to be multilingual. In San Antonio, they have the schedules for connecting buses listed on the bus. • Language barriers make it difficult to understand the system. • Familiarity with process/transfers/signs: language, fare changes, handouts/brochures are complicated, Internet is ridiculous, fare is not posted, make people wait, it keeps people from riding. • Families and students are unaware of student discounts. • We need better information about where the buses go.
Other
<ul style="list-style-type: none"> • The problem is the perception that if "you take public transit, you're a loser." • Public transportation is too difficult if you are transporting items, carrying groceries. • Seniors can't get on the bus; need more assistance than provided by transit or paratransit. • Need for special shuttles or vanpools? No, we won't use them. If it were free then everyone would be on them, like homeless people and we wouldn't use them, maybe if they just made it affordable then we would. • Keep in mind people with disabilities. • Consolidate regional transportation agencies • Image of transit is poor